

Appendix 1 – Summary of voluntary sector services delivered, 2013-14

Name of visiting Councillor	Group/consortium name	Service being delivered	Key outputs and issues
Cllr Falp	Warwickshire Community and Voluntary Action	Third sector support and volunteering	<ul style="list-style-type: none"> • Coordination and delivery of the voluntary sector's input into local discussions on mental health and sector-related issues • Staff turnover continues to present challenges, particularly in terms of succession planning • 77 groups were supported 1:1 • There is an increase in need for supported volunteering placements, but a paucity of opportunities available
Cllr Falp	Warwickshire Community and Voluntary Action consortium	Engaging with communities of interest	<ul style="list-style-type: none"> • Supporting WDC Development Services to engage with Gypsy and Traveller families for Local Plan purposes • Circles Network has made significant strides in setting up a district-wide disability forum • Older People in Action suggest there is evidence to support more activity focused on dementia • WCVYS has undertaken a substantial amount of work delivering engagement activity with young people • The consortium supported a training event for WDC staff, which was very successful
Cllr Grainger	Brunswick Healthy Living Centre	Services for disadvantaged people in Brunswick	<ul style="list-style-type: none"> • Footfall for WDC-funded programmes is over 10,500 for the year • Digital inclusion programme is well underway, with extra capacity added by WDC funding of laptops last year • Working in partnership with other agencies to develop an holistic approach to skills improvement and employability • BHLC continues to seek other funding opportunities to roll out its Job centre model, and has received money from WCC to deliver in Warwick
Cllr Wilkinson	Crown Routes consortium	Services for disadvantaged people in Crown	<ul style="list-style-type: none"> • The consortium has developed into an operational arrangement, with all partners being clear on their roles and responsibilities • The consortium has been working with students from Warwick University to look at its service offer and how it presents and markets itself • There are local concerns relating to changes to the children's centre, youth centre,

			and adult education provision, and the combination of these factors has made extra barriers to manage
Cllr Grainger	The Gap consortium	Services for disadvantaged people in West Warwick	<ul style="list-style-type: none"> • The project has focused mainly on the Forbes Estate, and has delivered well in terms of bringing local partners together • Sharing of information between groups and agencies operating in and near the Forbes Estate has been increased
Cllr Falp	Warwickshire Welfare Rights Advice Service	Benefit take-up in hard to reach communities	<ul style="list-style-type: none"> • The campaign run in partnership with Bens & Revs has gone well, and attracted a lot of uptake • WWRAS has generated £362K of additional benefit uptake in the district over the last year • The majority of support has been given to older people
Cllr Coker	Cooperative Development Agency	Financial capability and school banking	<ul style="list-style-type: none"> • The group intends to take over the school banks previously operated by Credit Union • A referral system is running between WDC Bens & Revs and CDA
Cllr Blacklock	Warwick District Citizens Advice Bureau	Debt advice, and support for families	<ul style="list-style-type: none"> • A new monitoring system should allow CAB to report much better on outcomes for clients, giving a wider picture of the benefit of their service • Around 70% of CAB's clients are debt/benefit cases • There has been a sharp increase in employment-related issues being reported by WD residents • CAB's outreach work has reduced due to loss of funding from other agencies

Information on themes and issues to inform future commissioning

Projects of particular note:

Project work	Why it may be important
Strategic volunteer management support programme	Notable focus of attention by many key partners in identifying ways to increase volunteer participation in service delivery. WDC may wish to consider being active in this dialogue in terms of its own future plans.
Networks to access hard to reach groups	Access to contacts that could help the Council engage with hard to reach groups could form a valuable part of future consultation processes, particularly those likely to affect specific groups.
Job Clubs	The current focus on worklessness and the value placed on Job Club availability by communities suggests that this is an area of work that WDC may wish to consider, in partnership with other agencies.
Older people's isolation and loneliness	This theme is coming out through a variety of groups and agencies, not just as it relates to rural communities. It may offer an opportunity for Housing providers and other support agency partners to work together to develop solutions.
Managing debt	WDC is likely to experience higher levels of client debt (rent arrears, Council Tax non-payment), and therefore an intervention that supports debtors to manage their financial situation would likely be beneficial for the Council's own finances.

Issues to consider in future rounds of commissioning:

- There appears to be some evidence to support the need for workers to be based in-district rather than travelling in from elsewhere
- Decommissioning and service redesign by other statutory agencies has had, and is likely to continue to have, an impact on WDC's commissioning (children's centres, youth centres, adult education, etc.)
- Resilience in the voluntary sector is lower than that in statutory agencies, and appears to be decreasing. Staff vacancies in commissioned services has had an impact almost across the board in WDC's 2012-15 SLAs, and should be built in to future arrangements as a risk.
- Consortium approaches may not be suitable for all groups, and therefore information should be made available on all sorts of funding partnerships to help inform groups for future commissioning rounds